

APPENDIX

TABLE A
ORDER PROCESSING PERFORMANCE – NEW YORK REGION¹

	<u>THREE DAY AVERAGE</u>	<u>TARGET</u>	<u>% WITHIN TARGET</u>
Percentage Flow-Through			
Resale Mechanized	94%	n/a	n/a
UNE-Loop	0%	n/a	n/a
UNE-Platform	0%	n/a	n/a
Reject Rate			
Resale Flow-Through	9%	n/a	n/a
UNE-Loop	23%	n/a	n/a
UNE-Platform	0.6%	n/a	n/a
Confirmation Timeliness (hrs:min.)			
Resale Flow-Through	1:20	2:00 (2)	85
Resale Manual	3:27	24:00 (3)	100
UNE-Loop	33:00	48:00 (2)	70
UNE-Platform	1:28	24:00 (2)	100
Rejection Timeliness (hrs:min.)			
Resale Flow-Through	0:25	2:00 (2)	89
Resale Manual	3:27	24:00 (2)	100
UNE-Loop	40:00	48:00 (2)	67
UNE-Platform	2:56	24:00 (2)	100
Completion Notification (days)			
Resale Flow-Through	(1)	(4)	100
Resale Manual	0.15	(4)	100
UNE-Loop	0.02	(4)	100
UNE-Platform	(1)	(4)	100

- (1) All orders delivered before noon next business day.
(2) Target is 90% within the indicated time interval.
(3) Target is 90% within the indicated time interval for orders of less than ten POTS lines.
(4) Target is 95% by noon next business day.

¹ The timeliness measurements shown in the table are based on results reported by the test-CLEC. The New York region's systems could not capture timeliness metrics associated with live production during the three day test period. The Mid-Atlantic region's systems were able to capture timeliness metrics for live production during the five-day Mid-Atlantic test and are reported below.

TABLE B**ORDER PROCESSING PERFORMANCE – MID-ATLANTIC REGION**

	FIVE DAY AVERAGE		TARGET	% WITHIN TARGET	
	Test	Live		Test	Live
Percentage Flow-Through					
Resale Mechanized	84%	0.4%	n/a	n/a	n/a
UNE-Loop	0%	0%	n/a	n/a	n/a
UNE-Platform	0%	0%	n/a	n/a	n/a
Reject Rate					
Resale	0.7%	14%	n/a	n/a	n/a
Resale	n/a	14%	n/a	n/a	n/a
UNE-Loop	0.1%	36%	n/a	n/a	n/a
UNE-Platform	3%	36%	n/a	n/a	n/a
Confirmation Timeliness (hrs:min)					
Resale Mechanized	10:59	0:03	2:00 (1)	75	100
Resale Manual	6:50	12:18	24:00 (2)	94	88
UNE-Loop	4:21	14:05	24:00 (1)	100	96
UNE-Platform	3:46	22:56	24:00 (1)	100	80
Rejection Timeliness (hrs:min)					
Resale Mechanized	1:19	n/a	2:00 (1)	84	n/a
Resale Manual	7:18	13:24	24:00 (1)	94	82
UNE-Loop	6:26	16:22	24:00 (1)	100	95
UNE-Platform	2:46	9:04	24:00 (1)	100	100
Completion Notification (days)					
Resale Mechanized	0.3	1.1	(3)	86	88
Resale Manual	1.5	2.1	(3)	50	63
UNE-Loop	1.0	1.0	(3)	61	64
UNE-Platform	0.8	0.7	(3)	75	91

(1) Target is 90% within the indicated time interval.

(2) Target is 90% within the indicated time interval for orders of less than ten POTS lines.

(3) Target is 95% by noon next business day.

(4) Live resale manual, unbundled loop and platform confirmation and rejection timeliness metrics shown in the above table are based upon the 'receipt' time (the time the order was received by Bell Atlantic either by fax or mail).